



# ***ANNUAL INFORMATION TECHNOLOGY PLAN***

***FISCAL YEAR 2017***

Department of Safety and Professional Services

March 2016

## Agency Overview

The Department of Safety and Professional Services (DSPS) is responsible for ensuring the safe and competent practice of licensed professionals in Wisconsin. The department also administers and enforces laws to assure safe and sanitary conditions in public and private buildings. It provides administrative services to the state occupational regulatory authorities responsible for regulation of occupations and offers policy assistance in such areas as evaluating and establishing new professional licensing programs, creating routine procedures for legal proceedings, and adjusting policies in response to public needs.

The Department licenses and regulates more than 200 different types of credentials. The agency also provides centralized administrative services to nearly 70 boards, councils, and advisory committees. The boards, councils, and advisory committees have varying levels of responsibility and professional oversight based on statutory provisions.

Administration and oversight of these activities is provided by five divisions and the Office of the Secretary:

- Division of Industry Services (DIS)
- Division of Legal Services and Compliance (DLSC)
- Division of Management Services (DMS)
- Division of Policy Development (DPD)
- Division of Professional Credential Processing (DPCP)

The IT application development and infrastructure support for DSPS business objectives are provided by the Department of Administration, Division of Enterprise Technology (DOA-DET). The following information technology objectives for FY17 will support DSPS business needs and goals, while reducing the cost of government and improving customer satisfaction.

## I Top Five DSPS IT Goals

Five key IT goals have been identified that describe the future direction of Information Technology at the Department of Safety and Professional Services. Together with the agency's strategic business objectives, they form a vision of the next four to five years. A brief outline of the strategies are presented below, along with the business priorities they support.

<b>Strategic Business Objectives</b>  <b>Modernize/Streamline</b> <b>Utilize Mobility</b> <b>Transform Business</b> <b>Analytics/Business Analysis</b>
<b>IT Goals</b>  <b>Modern – Mobile – Integrated – Secure – Information-Centric</b>

### 1. MODERN: Consolidate and modernize information technology solutions

This goal reinforces the critical need to replace obsolete legacy systems with a planned set of modern and sustainable technologies that will simplify and ease the interoperability of business solutions across DSPS.

**Business Objectives addressed:** Modernize/Streamline; Utilize Mobility; Transform Business; Analytics/BI

### 2. MOBILE: Drive agency mobile business solutions

This goal advocates greater reliance on enterprise mobile solutions to achieve a higher performing organization by breaking down the walls between the office and the field. It stresses a common mobile computing architecture to support business and operational functions across the enterprise.

**Business Objectives addressed:** Modernize/Streamline; Utilize Mobility; Transform Business

3. INTEGRATED: Break down technology barriers

This strategy attacks the pervasive problem of disparate environments throughout the agency. Business operations have been convoluted and jury-rigged to fit the legacy left by mergers and old technology, so a strategy that brings the agency together in a consistent, standard environment is essential.

**Business Objectives addressed:** Modernize/Streamline; Transform Business; Analytics/BI

4. SECURE: Promote ubiquitous, agency-wide information technology security

This strategy acknowledges the urgency of the enterprise approach to Information Technology Security to effectively protect DSPS information assets and customer privacy. The strategy recognizes that an ever-increasing world-wide threat to privacy and data security exists, and employs the proper levels of security and adherence to regulatory compliance via DET enterprise security services and corresponding technology.

**Business Objectives addressed:** Modernize/Streamline; Transform Business

5. INFORMATION-CENTRIC: Facilitate information accessibility across the department

This strategy addresses the lack of comprehensive, accurate and accessible information for program management, decision-making, legislative requests, and department analytics. The approach for this goal must include data design, warehousing, reporting and analytical tools, and a department-wide vision for data sharing.

**Business Objectives addressed:** Modernize/Streamline; Transform Business; Analytics/BI

## II Agency Projects

The following lists all of the agency's IT projects expected to cost \$1 million or more. (\$1 million is the statutory threshold for reporting to the Legislature on IT projects, e.g., Wisconsin s.16.973 (16), stats.) This includes projects that are starting, ongoing or ending anytime between July 1, 2016 and June 30, 2017. The list includes all types of IT projects (not just application development).

For DSPS, the following active projects are identified in the project portfolio that meet the \$1 Million threshold:

1. Project Name: Wisconsin Prescription Drug Monitoring Program (ePDMP)			
2. Project Type: <input type="checkbox"/> New FY17 <input checked="" type="checkbox"/> Ongoing			
3. Project Description: The Wisconsin Prescription Drug Monitoring Program (PDMP) is a tool to improve patient care and safety and to reduce the abuse and diversion of prescription drugs. It contains information submitted to it by pharmacies and practitioners, including physicians, dentists, advance practice nurse prescribers, and others, about monitored prescription drugs dispensed to patients in Wisconsin. The project will replace the current vendor-hosted application with a completely revamped version with enhanced accessibility, security, and functionality. The project is being developed through a contract with the Wisconsin Interactive Network (WIN). The project also includes the development and implementation of the Public Health Portal (PHP). The PHP will be a secure web-based system that allows authenticated users the ability to access standardized reports and perform ad-hoc queries of de-identified information collected as part of the PDMP.			
4. Project Schedule	Start: 11/2016	Expected Completion: 7/2017 (final phase)	
5. Application Platform:	<input type="checkbox"/> Mainframe	<input checked="" type="checkbox"/> Web	<input type="checkbox"/> Client-Server
	<input type="checkbox"/> Physical	<input checked="" type="checkbox"/> Virtual	
6. Application Type:	<input type="checkbox"/> In-house Developed	<input checked="" type="checkbox"/> COTS (Data Quality)	<input type="checkbox"/> SaaS
	<input checked="" type="checkbox"/> Vendor Managed/hosted	<input type="checkbox"/> Other (specify)	
7. Technical Architecture Components: MioSoft Data Quality solution, Microsoft SQL, web services, .NET, UI, SFTP			
8. Estimated Total Project Hours: 7,300		8a.) Estimated Total Project Cost: \$1.2 million	
9. Related Projects and Dependencies: There are no identified project dependencies, but much of the funding is dependent on reaching reported milestones on time.			
10. Project Sponsorship and Funding ( <i>please complete the information below</i> )			
Executive Sponsor: Greg Gasper		Division: DSPS, Division of Policy Development	
Business Sponsor: Chad Zadrazil		Division: DSPS, Division of Policy Development	
Senior Project Manager: Wendy Dohl (WIN) IT Authority:			
Is Full Funding for Project Approved/Secured?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Funding Source for the Project:		<input type="checkbox"/> GPR \$ _____ <input type="checkbox"/> PR \$ _____ <input type="checkbox"/> SEG \$ _____	
		<input checked="" type="checkbox"/> FED \$1.2 million (100%)	

11. Issues that may influence successful execution of the project:

Potential data migration issues from current vendor.

### III Potential Agency Projects

The following lists all potential agency IT projects expected to meet the \$1million cost threshold that are in the conceptual phase, or that might be implemented in FY17 due to potential legislative changes (state or federal), or that might be dependent on securing grant funding (from a state, federal or nongovernmental organization). Note: The difference between projects listed in Item IV above and Item V is that projects in Item IV are currently active or scheduled projects, and Item V is for projects in the conceptual or planning phases.

Potential Project Name: Application Modernization – Regulated Objects
Description: Modernize primary DSPS applications to expand eGovernment solutions by beginning the migration of Regulated Objects to a customizable COTS application in a Cloud Based aPaaS Environment
Anticipated Total Cost: \$2-3 Million dollars
Resourcing: Internal IT Budget line (including budget funding for Modernization); potential Master Lease

Potential Project Name: Application Modernization – ICE/SabApp
Description: Modernize primary DSPS applications to expand eGovernment solutions by beginning the migration of ICE/SabApp to a customizable COTS application in a Cloud Based aPaaS Environment. The start of this project is dependent on the progress made on the Regulated Objects replacement project.
Anticipated Total Cost: \$2-3 Million dollars
Resourcing: Internal IT Budget line (including budget funding for Modernization); potential Master Lease

#### **IV IT Infrastructure Projects or Expenditures**

The following describes projects or anticipated expenditures over \$100,000 related to augmenting IT infrastructure (e.g., hardware, servers, storage, networking components, security, backup and disaster recovery), if they have not already been included in sections III or IV above.

Project Name: Windows Server 2003 Upgrade
Description: Applications for the Department of Safety and Professional Services currently run on the outdated Windows Server 2003 operating system platform. This project will upgrade all old servers to the newest DET-supported operating system to ensure continued security, availability, and support.
Anticipated Total Costs: \$154,800 (project staffing); new server costs are billed through the monthly billing rate structure
Resourcing: DSPS IT budget line

Project Name: Oracle Environment Consolidation
Description: Elimination of the two Oracle instances currently in use by DSPS, and deployment of a consolidate instance within the DET enterprise Oracle environment.
Anticipated Total Costs: \$129,000 (project staffing) only
Resourcing: DSPS IT budget line

Project Name: Domain Migration
Description: Consolidation of three separate domains (DRL-World, COMM, and DSPS) into a single ACCOUNTS domain across the agency.
Anticipated Total Costs: \$103,200 (staffing only)
Resourcing: DSPS IT budget line

## **V      DSPS Office 365 Plans**

The Department of Safety and Professional Services, as part of its overall Unified Communications modernization efforts, plans to migrate to Office 365 during FY17, assuming funding is available. With many competing upgrades expected, the timing has not been formally decided, but will likely compete with the Genesys rollout for funding dollars.

## **VI     DSPS Voice over Internet Protocol (VoIP) Rollout Plans**

DSPS has plans to move to VoIP, and with the current question about VoIP and open records, no decision has yet been made on timing. In addition to identifying the funding, a question exists regarding the best time to move to this new technology. DSPS has been slated to move to the new Transportation building at Hill Farms in 2018, and whether VoIP is introduced before or after that move is being deliberated.

## **VII    Response removed for Web publishing purposes.**

## **VIII   DSPS Portfolio Assessment**

DSPS has completed an initial portfolio assessment as part of their IT Strategic Plan work, which identified a TIME matrix for all applications. Further assessment work is needed to complete the portfolio using the specifications as supplied by DET. This expanded portfolio assessment will be available before the start of FY17.

## **IX     Additional Issues/Activities**

DSPS has just recently completed an Information Technology Strategic Plan for the agency, and in addition to the projected projects identified previously, they have a list of smaller projects from that effort that will kick off during FY16 and FY17 as well. They are also users of the old call center application, and will be involved in the Genesys rollout in the future. Given their own modernization initiatives and their involvement in those of DET (Office 365, VoIP, etc.), funding availability (or lack of) may change many of the plans currently in place.